

PERFECT BUILDING MAINTENANCE IN NEW YORK CITY



ZEUS® SAAS - THE PERFECT FIT FOR PERFECT CLEANING

The professional cleaning company Perfect Building Maintenance found a perfect fit for their needs in the ISGUS ZEUS® software solution. Managing a large workforce spread out over multiple buildings and across states is very demanding and a system handling complex pay rules and easy to use is paramount to success!

Perfect Building Maintenance (PBM) was founded in 1923 by the Austrian immigrant David Mager and still is today, after more than 90 years, a family owned business in its 3rd generation. Mager distinguished himself by providing exceptional customer service. His success soon enabled him to move to Manhattan and start his own cleaning company. Today, PBM serve over 60 facilities throughout the northeast of the US. They provide services to building management, real estate and janitorial management.

Like many organizations that grow quickly and have employees spread out through a lot of different locations, Perfect Building has a myriad of different ways for capturing employees' time worked and absences.

Some of their larger facilities have automated Time & Attendance solutions, while others have mechanical time clocks or just time sheets. In the end everyone of their 60 locations ultimately submits an Excel spreadsheet that lists up the employees that worked and a long list of hour types that they accumulated hours for.

Mathew Thompson, the Senior Vice President of Technical Services wanted to ultimately uniform and automate the data collection process, so he started to evaluate the various systems Perfect Building had in place, to see if any of the

existing systems were a good fit for their requirements. One of the systems in use already at LaGuardia College in Queens New York was ISGUS ZEUS®.

Mathew contacted ISGUS America LLC for a product presentation and explained that their main requirement was the system to be Cloud / SaaS based.

After seeing ZEUS® and being impressed by the user interface and flexibility it had for tracking multiple hour codes, Mathew decided to run a Pilot Test of the system at one of their prestigious buildings in downtown Manhattan. This building at One State Street, located near the Staten Island Ferry and only 200 yards from the waters edge, had received heavy flooding during Super Storm Sandy, and also had their time clock system so badly damaged they had to throw it away, so this was a perfect location to run the pilot.

The pilot was started in February 2015, supported by Osman Vukovic, Building Manager at One State Street, who is very knowledgeable about the union rules and policies for proper payment of the PBM employees. Osman was a big help and gave a lot of inputs during the customization phase of ZEUS®.

Today, when asking Osman Vukovic what he likes most about the ZEUS® SaaS solution, he brings up a whole list of main features and functionalities he likes best.

First and most important to Osman Vukovic is the ease of use of the system as a supervisor. He very much likes the Supervisor Dashboard which was configured to display any missing punches or exceptions he needed to edit.



Building Manager Osman „Osa“ Vukovic and Robert Maxwell, Sales Director at ISGUS America

He also likes the fact that he never has to leave the Dashboard to get anywhere he needs in the system. Given the fact that Perfect Building has over 50 supervisors with various degrees of computer skills, Mr. Vukovic emphasizes that it is very important that to approve, edit and process employee time records is easy.

Secondly, Osa liked the fact that ZEUS® could handle all the special calculations of the Union employees working for Perfect Building, e.g. night employees receive a 30 minutes paid lunch break, Saturday hours worked are always sorted to overtime and special hour codes for particular cost centers can easily be applied for special work.

In particular interest to the management of Perfect Building is the tracking of Work Orders, e.g. if a salesperson of PBM sells a tenant special services like custom carpet cleaning, the Building Manager needs to track these work orders and

apply the proper amount of hours worked, along with a note / description for the corporate office to view when processing payroll. In ZEUS®, PBM is able to create Work Orders “on the fly”, add a description and number and simply add the In & Out Punch for the Work Order.

Lastly, Osman Vukovic who has worked with other time systems in the past, loves the fact that employees do not have to enter a PIN before placing their fingers on the IT 8200 Fingerprint Terminal like in previous instances. Employees would often forget their PIN and in the past always complained about how long it took to punch In or Out.

With the successful pilot, Perfect Building Maintenance is planning to roll out 5 - 10 new building sites every 3 months. ISGUS America has received orders for 8 new buildings, including two new buildings newly acquired in Washington DC. Perfect Building manages over 50 buildings and in the future will have all site managers accessing ZEUS® over the cloud, with their employees mainly clocking on IT 8200 fingerprint terminals and smart phones.



One State Street Plaza in Downtown Manhattan, where Perfect Building Maintenance ran the pilot phase.

